

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): George W. ERHART et al.

Conf. No.: 3849

Application No.: 10/674,562

Art Unit: 2614

Filed: September 30, 2003

Examiner: DEANE, W. J. Jr.

Title: ESTIMATION OF EXPECTED VALUE
FOR REMAINING WORK TIME FOR
CONTACT CENTER EMPLOYEESCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450APPLICANT'S BRIEF IN REPLY TO EXAMINER'S ANSWER

Dear Sir:

Applicant submits this Brief in Reply to Examiner's Answer to address certain issues raised in the Examiner's Answer. Applicant maintains all previously presented arguments, and the failure to address every issue raised by the examiner should not be interpreted as an acceptance thereof.

The Examiner's Answer suggests there may be a distinction between "phases" of a call and "stages" of a call. The present application refers to "phases" of calls; the Mewhinney reference uses both terms. Applicant submits that these terms are synonyms, and no distinction was intended in Applicant's Appeal Brief.

The Examiner's Answer asserts that, based on Mewhinney's teachings and the fact that automated speech recognition is known to exist, one of ordinary skill in the art would have modified Mewhinney's system to make it determine the phase of a service call based on the outcome of an automated speech recognition step. However, it is